



The influence of the Organizational Climate on the Satisfaction of Employees in Organizations. Case study: Pureglass Company in the Year 2020 to 2021

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ABSTRACT

The present research work has as its theme; *The Influence of Organizational Climate on Organizations*. Its general objective is to analyze the influence of the organizational climate on the satisfaction of employees of the Pureglass Company in the period from 2020 to 2021. Successful organizations are those that put people first, this concern concerns the appreciation of the human factor within the organizational climate. Studies related to this issue tend to focus on the following factors: Organizational climate, Satisfaction, Values, Organizational Culture, Organizational Structure, among other aspects. Data were collected by completing the questionnaire survey. The institution has a team of competent professionals, totaling 30 workers. The first chapter will talk about the introduction, in the second chapter we will discuss the Literature Review where it includes an approach to the theme, focusing on our keywords, the third chapter presents the methodological options of the study where we use the quantitative approach, being that for the accomplishment of this research it was used the descriptive research and in the fourth chapter we have analysis and interpretation of the data, ahead we will present the suggestions as well as the conclusion.

Keywords: Influence, Organizational Climate, Satisfaction, Organization, Pureglass Company

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I. INTRODUCTION

The world of work has undergone profound transformations, where issues such as globalization, flexibility, competitiveness and new forms of organization have given way to new approaches and analyzes of those who work or study organizations. Such transformations generate a complex environment, marked by technological and scientific advances, changes in concepts, values and paradigm shifts that guide all segments of society (Chiavenato, 2004). Accordingly, the organizational climate deals with the internal environment of the organization, including employees, supervisors and management. The relationship between people at work must be healthy so that the organization is also healthy. This issue is directly linked to employee satisfaction and its results in the organization Crespo (2004). According to Maximiano (2002), In this way, it is important for the company to have employees who work in harmony so that it can reap positive results, therefore, the departments need to work together so that the organization can succeed. Therefore, it is necessary that those who work in each department have a stable interpersonal relationship and the organizational climate can contribute to effective results. The analysis of the organizational climate allows one to leave the imaginary to obtain concrete information, regarding the opinions of employees on the organizational variables that will connote actions to improve the work environment. As the organizational environment makes it possible to satisfy some of the needs of its employees, the organizational climate is perceived as a favorable climate (Sorgato, 2007). 1.1 Contextualization of the research problem Organizations have a mission, a basis and a way of functioning and resources to perform a certain service. It is known that each company has a culture that is formed by several elements, values being one of the most important. However, in the organizational scope, it has been verified that organizations value financial capital more in relation to human capital, or even material resources in relation to human resources, giving greater attention and care to the means of production, to profits than to producers

themselves. 12 However, values are definitions about what is important for the organization to achieve success, so people are the great engine of prosperity for most organizations, thus, the lack of motivation leads to poor production, as motivated employees produce more and better. Crespo (2004) states that studies on organizational climate allow organizations to detect areas that need improvement and implement appropriate measures to increase employee productivity. In this sense, to measure the level of satisfaction and dissatisfaction of the professionals in the internal environment of the organizations, the main responsible for the management, must apply an organizational climate survey, where the strengths and weaknesses are reported by the employees, who can express their feelings in relation to the organization, its superiors and co-workers. In this way, it is possible to verify the factors that influence the motivation of professionals. Since it is always possible to suggest improvements to the organizational climate and consequently to motivation from the results obtained. 1.2. Formulation of the Research Problem According to Oliveira (2007, p. 136), “the problem is a fact or phenomenon that still has no answer or explanation. It is a question still unresolved and which is the subject of discussion in any area of knowledge whose solution will be possible through research”. Robbins (1999) emphasizes that successful organizations are those that put people first. This concern concerns the valorization of the human factor in organizations. Studies related to this issue tend to focus on the following factors: Motivation, Satisfaction, Leadership, Values, Organizational Culture, Organizational Structure, Organizational Change and Organizational Climate. The organizational climate is an indicator that reveals the degree of employee satisfaction with the company and the work carried out. Period from 2020 to 2021? The same author mentioned above states that the specific objectives correspond to the formulation of how the general objective will be achieved, step by step.

II. METHODOLOGY

In the view of Ramos and Naranjo (2014), The methodology of scientific research is the science that empowers the researcher with a series of concepts, principles, methods and laws that allow him to channel the truly scientific study of the object of science in an efficient and tending way. for excellence.

Research model

The research model of the study was the quantitative model, which according to Ramos (2005, p. 91), quantitative research is characterized by the use of quantification both in the modalities of collecting information, as in the treatment of them through statistical techniques. Quantitative research: “seeks to establish a relationship between cause and effect between variables, based on measurable characteristics and presupposes the use of statistics” (Alves, 2007, p.59).

Type of search

The type of research in the study was descriptive, which according to Gil (2010), has as its primary objective the description of the characteristics of a given population, phenomenon and the establishment of relationships between variables. Descriptive research: “is research that seeks to determine the nature and degree of existing conditions. Its sole purpose is to describe existing conditions (Zassala, 2012).

Area of study

The research focuses on the area of social sciences, related to Management and Business Administration. The study area is located in the municipality of Kilamba-Kiaxi. The site offers the necessary conditions for the normal operation of office installation, reception, and similar services.

Population and Sample

“Population: is a group of objects or elements relevant to the research project” and that share some common set of characteristics. And sample “relatively small subset of population”. (Marconi and Lakatos, 2010, p. 195). For the present study, the universe was composed of 35 collaborators. And the sample consisted of 15 employees assigned to that company. 29 The population is the set of all the elements involved in a judgment or reasoning”. “The sample is the subset of the population universe through which the characteristics of this universe or population are estimated” (Gil, 2009).

Sampling Techniques

Sampling technique is the set of procedures necessary to describe and select samples, randomly or not, and when properly used is a factor responsible for determining the representativeness of the sample” (Cervo, 2007). For the present work, a simple random probability sampling was used, which consists of selecting the sample by means of a draw, without restriction, where everyone will have the same chances of appearing in the sample. (Barbetta, 2005). Cervo, (2007), “consists of assigning each element of the population a unique number and then selecting some of these elements at random”.

Unit of analysis

This study was carried out in Luanda, at the company PUREGLASS, Lda located in Luanda, Municipality of Belas, Comuna do Benfica, Zona Verde.

Data collection techniques and instruments

The technique used in data collection was the questionnaire. For Vergara (2006, p. 68), the questionnaire is characterized by a series of questions presented to the respondent in writing. Following Gil (2008), “he defines a questionnaire as a technique for collecting social research composed of a set of questions that are submitted to people with the purpose of obtaining information about knowledge, beliefs, feelings, values, syntheses, expectations, aspirations, fears, present or past behaviors”.

Processing and processing of data

The data obtained during the research, through the questionnaire, were processed and treated in tables and graphs in the computer programs of Microsoft Excel.

Research subject

For the development of this research, 15 employees were interviewed, intrinsically linked, but with different functions. Thus, the subjects of this research are the 15 employees of puriglass.lda.

Validity and reliability in research

Research validity and reliability result from research quality criteria. However, to use the criteria of clarity in the procedures and transference, where essential documents for the study will be guaranteed, in which the clarity and transference in the procedures served for the results obtained, generating conditions for other researchers to develop other techniques. Therefore, the criterion of rich and detailed description was also used, where the intelligible facts, facts of the social context will be described, allowing the readers to determine the proximity of their situations with the subjects under study.

Limitations

With regard to limitations, it was based on the limitations imposed by the COVID-19 pandemic, in which social distance is recommended as a way of preventing contagion and spread of the disease, and it is also assumed limitations with the place of application of the assessment instrument, referring to limitations in the application of interviews, taking into account the availability of individuals who are part of the sample.

Search variables

According to Lakatos, a variable can be considered as a classification or measure; an amount that varies; an operational concept; that contains or presents values, aspect, prosperity or factor, discernible in an object of study and capable of measurement.

Independent Variable

Second Lakatos is the dimension or characteristic that the researcher deliberately manipulates to know its impact on another variable. These are the hypothetical causes of the behavior that are intended to be explained (2010). The independent variable of this work is the Organizational Climate.

Dependent variable

It is the dimension or characteristic that appears or changes when the researcher applies, suppresses or modifies the independent variable. It is what the researcher intends to analyze the response measured in an experiment (Lakatos 2010). ∞ The dependent variable of this work is Employee Satisfaction.

Research Ethics: Confidentiality

Dear Professor, and/or Student, national or foreign citizen, I am carrying out a scientific research within the scope of the End of Course work to obtain a Degree in Business Management, with the theme The influence of organizational climate on employee satisfaction in organizations. Case study: pureglass company in the year 2020 to 2021, which implies the collection of information; for this purpose, we count on your helpful collaboration and we guarantee the anonymity of the interview, and you must answer the questions objectively. The study will take place in accordance with international ethical principles applied to research.

III. RESULTS AND DISCUSSION

In this paragraph, the research results were presented, taking into account the starting question and in order to respond to the specific objectives. “Population: it is the set of all the elements involved in a judgment or reasoning” (Ferreira 2008). This research has as population the 35 employees of the company Bvmacuas.lda. Sample: according to Ramos (2014) a sample is a set extracted by a technical procedure from the population or subgroup of this population that will be studied based on the generalization of the results. In this research, the representative sample will be 15 employees.

Table 1. Distribution of the sample according to Age.

Variáveis	Frequência	Porcentagem %
De 18 e 23 Anos	--	--
De 24 e 29 Anos	5	33
De 30 e 35 Anos	6	40
Maior de 36 Anos	4	27
Total	15	100

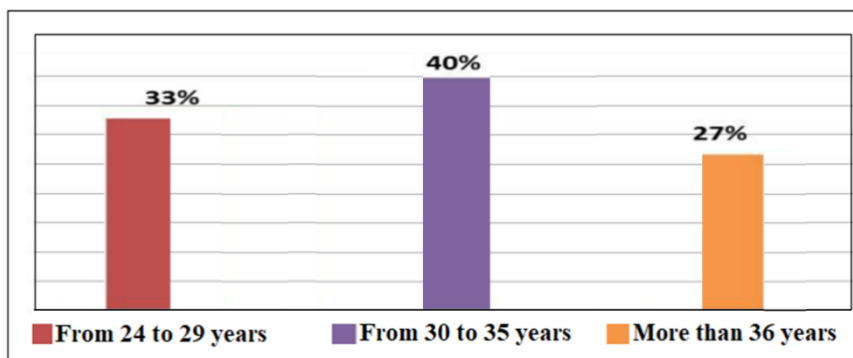


Figure 1. Distribution of the sample according to Age.

According to the Figure 1, it was observed that 40% of respondents are between 30 and 35 years of age, while 27% of respondents are over 36 years of age. In this context, the employees who participated in the study are between 30 and 35 years of age and showed total maturity and knowledge when answering the questionnaire.

Table 2. Distribution of the sample according to Gender.

Variables	Frequency	Percentage %
Female	6	40
Male	9	60
Total	15	100

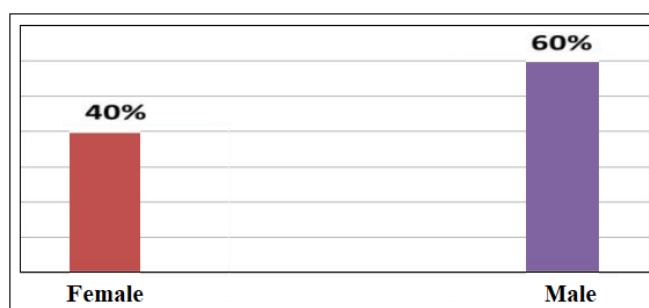


Figure2. Distribution of the sample according to Gender

It was found in the graph that 40% of respondents are female, while 60% of respondents are male. Based on the data acquired, we found that most PURIGLASS employees are male, which does not match the current composition of the Angolan population, which is precisely young women. Table.

Table 3. Distribution of the sample according to Education Level

Variables	Frequency	Percentage %
Full Secondary Education	6	40
Incomplete Higher Education	5	33
Full Higher Education	4	27
Total	15	100

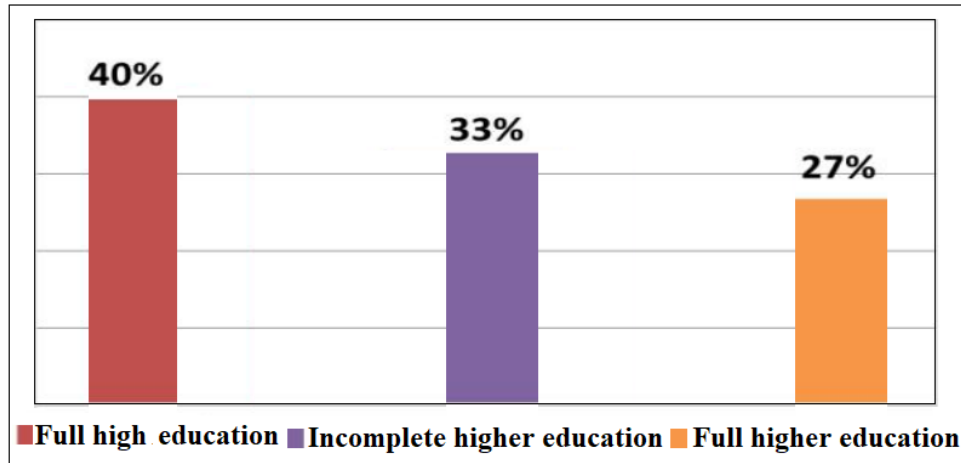


Figure 3. Distribution of the sample according to Education Level.

Regarding the level of education, 40% of respondents have completed secondary education, and 27% of respondents have completed higher education. Therefore, PURIGLASS employees did not find it difficult to answer the questionnaire because they have a higher level of knowledge.

Table 4. Distribution of the sample according to Length of Service

Variables	Frequency	Percentage %
1 – 3 years	3	20
4 – 6 years	5	33
More tha 9 years	7	47
Total	15	100

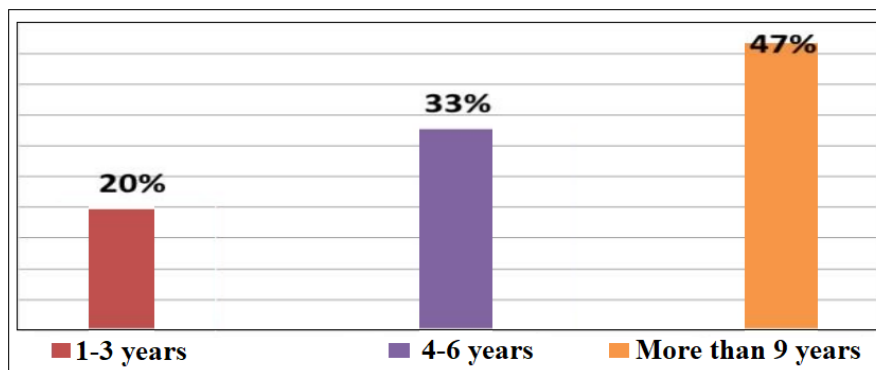


Figure4. Distribution of the sample according to Length of Service

As for the length of service, 47% of the respondents have been in the aforementioned institution for more than 9 years, while 20% of the respondents have been with the institution for more than 9 years. Therefore, the length of service greatly influenced the responses of employees regarding questions about the impact of organizational climate on employee satisfaction.

Table 5. Factors that provide greater satisfaction in the employees of the Pureglass Company;

Variables	Frequency	Percentage %
Training opportunity	4	27
Social benefits	-	-
Healthy work environment	6	40
Career promotion	5	33
Total	15	100

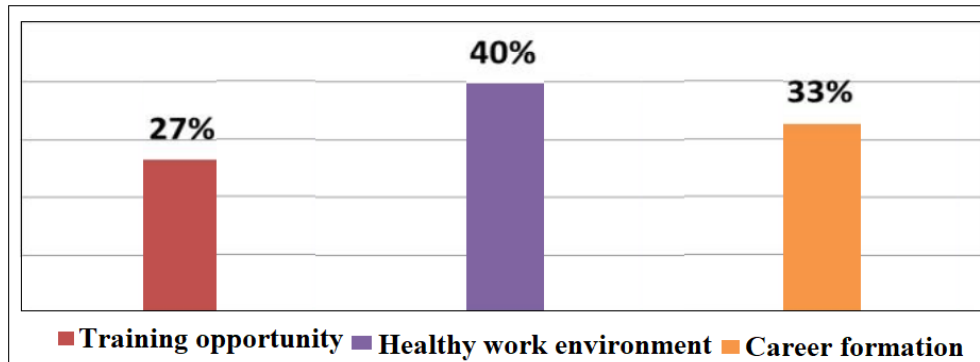


Figure5. Factors that provide greater satisfaction in the employees of the Pureglass Company

In the graph above, it was observed that 40% of the employees were satisfied with the healthy work environment that the company has offered, and 27% of the employees responded that they were satisfied with the training opportunity available at the Institution. Robbins (2010), has the concept of job satisfaction as the general attitude of a person in relation to their work, involving work relationships, even power relationships; the environment; the organization of work; the company's management policies and programs; its technologies; goals, objectives and interests; its economic-financial environment; its history and the wishes of the employees in the singular and collective sense. According to the data obtained, there is a perception on the part of the manager of the organization concerning the factors that provide greater satisfaction in the organizational climate. It was found that the majority of employees claimed being at training opportunities.

Table 6. Work relationship between employees in carrying out activities.

Variables	Frequency	Percentage %
Excelent	3	20
Good	11	73
More or less	1	7
Bad	-	-
Total	15	100

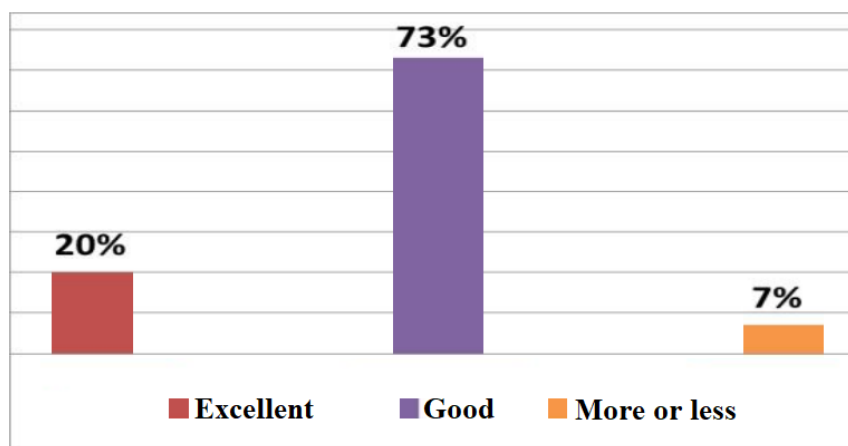


Figure6. Work relationship between employees in carrying out activities.

Based on the graph above, 73% of the respondents answered that there is a good working relationship between the employees during the performance of their activities, while 7% of the employees answered more or less good. It is important to note that people management must act in a continuous process, because for Chiavenato (2010), on the one hand, employees must be encouraged to achieve organizational goals and, on the other hand, provide favorable conditions for development at work, both in terms of scope of their material and psychological needs.

Table 7. Promotions carried out by the Puriglass Board, according to the expectations of the employees.

Variables	Frequency	Percentage %
Yes	8	53
No	5	33
Sometimes	2	14

Total	15	100
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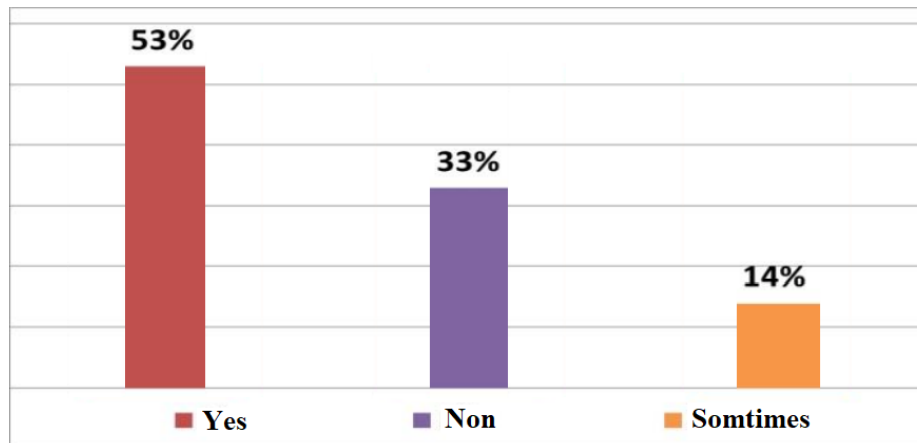
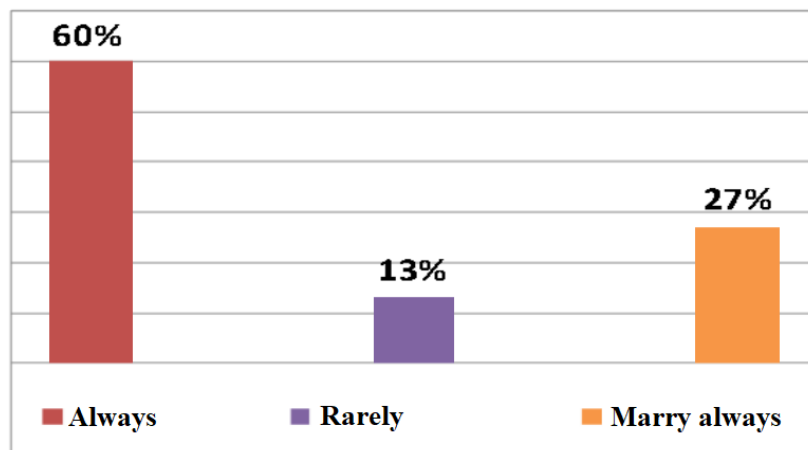


Figure7. Promotions carried out by the Puriglass Board, according to the expectations of the employees.

It was observed in the graph above, 53% of the respondents answered yes, that the promotions go according to their expectations, while 14% of the employees answered that sometimes. However, it is not always easy to establish adequate remuneration, as it can happen that people self-evaluate and believe that they deserve a remuneration greater than what is considered ideal for the company. Therefore, the need in some organizations is to establish a plan to better balance the positions and salaries of employees according to the market (Chiavenato 2011).

Table 8. When an employee stands out for doing a good job, does the Board care to recognize him/her?

Variables	Frequency	Percentage %
Always	9	60
Rarely	2	13
Marry always	4	27
Never	-	-
Total	15	100



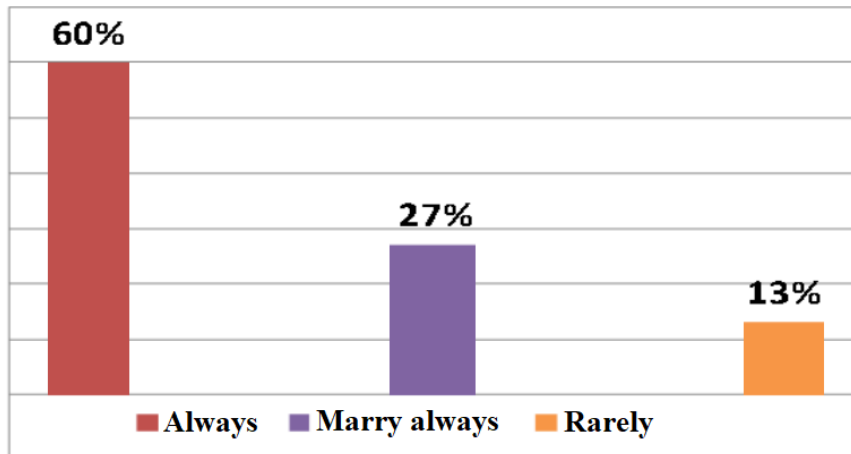
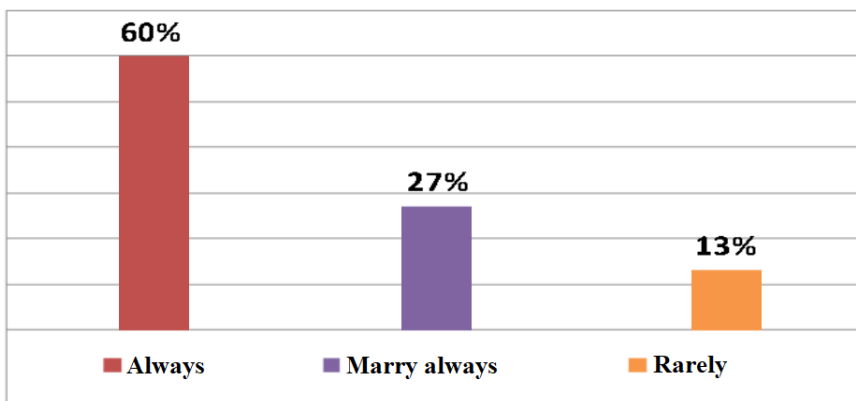


Figure8. When an employee stands out doing a good job, does the Board care to recognize him/her?

According to the graph, it was found that 60% of respondents responded that Puriglass always recognizes the work well done by employees, and 13% of employees responded that almost always. Thus, the leader is seen as someone who brings some benefit not only to the group in general, according to Bergamini (2010), each employee in particular, gives rise, from this exchange, the value that is normally attributed to him. In turn, the members of the group will give back to the leader their recognition, which is reflected in the way of giving him the authority that he now has with his followers.

Table 9. Does the Puriglass Board care about the well-being of its employees so that they can give their best to reach the objectives?

Variables	Frequency	Percentage %
Always	9	60
Marry always	4	27
Rarely	2	13
Never	-	-
Total	15	100



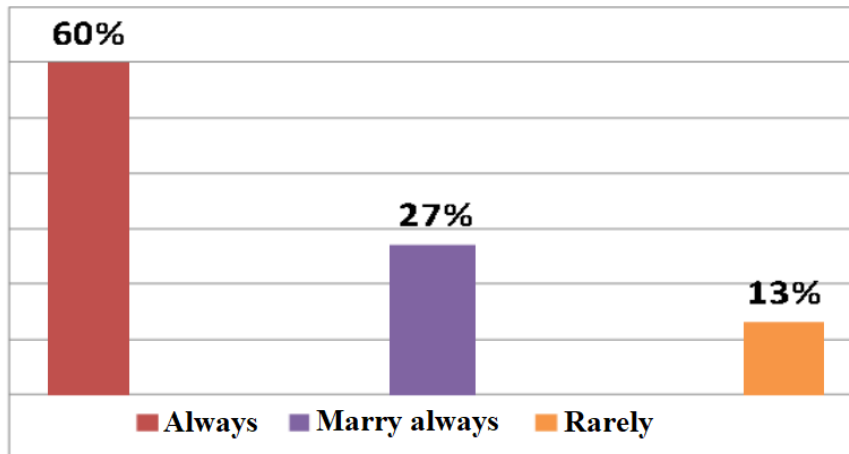


Figure9. Is the Puriglass Management concerned with the well-being of its employees so that they can give their best to reach the objectives?

As shown in the graph, it was observed that 60% of those questioned answered that the Puriglass Management is always concerned with the well-being of its employees so that they can give their best in order to achieve their goals, while 13% answered that Puriglass is rarely concerned about the well-being of its employees. In this context, the fundamental objective of people management is to promote means for employees, through the organization's management policies, to work happier, however, it is necessary to maintain the balance of satisfying their personal needs with the achievement of goals and objectives. organization, which will enable a harmonious and satisfactory working environment for both parties. (Chiavenato, 2010, p. 82).

Table 10. In your opinion, is the Puriglass Board willing to spend time and resources for employees to learn and develop?

Variables	Frequency	Percentage %
Yes	8	53
No	3	20
Sometimes	4	27
Total	15	100

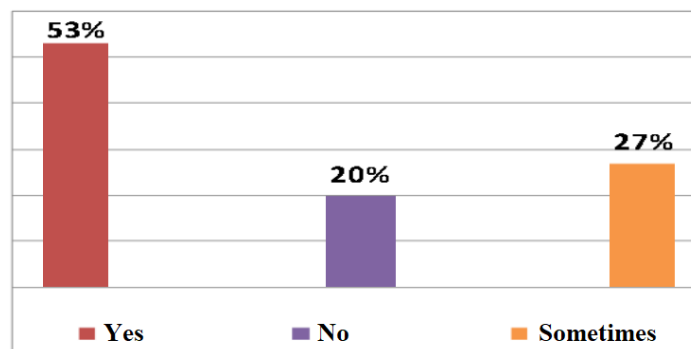


Figure10. In your opinion, is the Puriglass Board willing to spend time and resources for employees to learn and develop?

Referring to the graph above, it was observed that 53% of the respondents answered yes, that the Puriglass Management is willing to spend time and resources for the development of its employees, and 20% of the employees answered no. According to Chiavenato (2011, p. 91), the purpose of human resources management is to help the organization achieve its objectives and carry out its mission, provide competitiveness to the organization and well-trained and well-motivated employees, increase self-actualization and employee satisfaction at work, develop and maintain quality of work life, manage change, maintain ethical policies and socially responsible behavior.

Table 11. How has the organizational climate contributed to the performance of Puriglass employees?

Variables	Frequency	Percentage %
Excellent	4	27
Good	9	60
More or less	2	13
Bad	-	-
Total	15	100

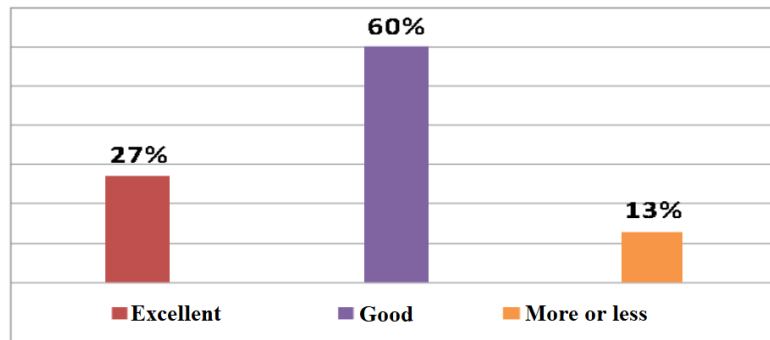


Figure 11. How has the organizational climate contributed to the performance of Puriglass employees?

According to the graph, it was observed that 60% of the respondents answered that the organizational climate has been a good contribution to the performance of Puriglass employees, while 13% of the respondents answered that more or less. The organizational climate has a great influence on motivation, satisfaction and performance on people and through variations in some of these dimensions' different organizational climates can be created. In the same vein with Sirota (2009), they point out three factors that contribute to a positive climate within the organization: equity, achievement and companionship among employees.

Table 12. What is the influence of the organizational climate on the satisfaction of Puriglass employees?

Variables	Frequency	Percentage %
On employee satisfaction achievement of goals and objectives	10	67
Interpersonal relationships	3	20
Increase in company productivity	2	13
Total	15	100

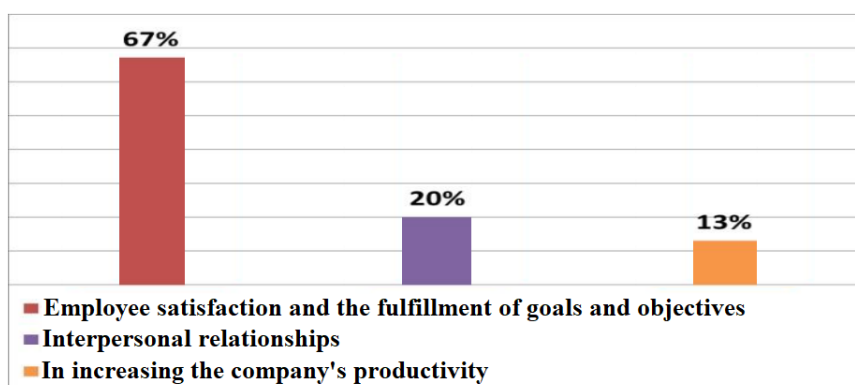


Figure 12. What is the influence of the organizational climate on the satisfaction of Puriglass employees?

Concerning the graph, it was found that 67% of respondents answered that the organizational climate influences employee satisfaction and the achievement of goals and objectives, while 20% of employees responded that it influences the increase in the Institution's productivity. For Maximiano (2009, p. 116), the organizational climate depends on the organization's economic conditions, organizational structure, organizational culture, opportunities for personal participation, the meaning of work, team choice, team preparation and training, the leadership style, the evaluation and remuneration of the team. Nestasenda, o clima organizacional reflecte uma tendência ou inclinação de respeito to what extent the needs of the organization and the people who are part of it are actually being met, this aspect being one of the indicators of organizational effectiveness.

IV. CONCLUSION

Organizational climate influences the behavior of all individuals in the organization. The organizational climate can have a great impact on the organizational scope, such as: interpersonal relationships, decision making, leadership style and so on. Luz (2003) conceptualized the organizational climate as a reflection of mood, that is, a degree of employee satisfaction with the company at a given time. The research aimed to analyze the influence of the organizational climate on the satisfaction of Puriglass employees. Based on this analysis, the following was concluded:

- As for the first specific objective, it was identified that 40% of the employees were satisfied with the healthy work environment that the company has offered. According to the data obtained, there is a perception on the part of the manager of the organization concerning the factors that provide greater satisfaction in the organizational climate. It was found that the majority of employees claimed being at training opportunities.

- Concerning the second specific objective, it was found that 73% of respondents answered that there is a good working relationship between employees during the performance of their activities.

- Regarding the third specific objective, it was found that 60% of the respondents answered that the Puriglass Management is always concerned with the well-being of its employees so that they can give their best in order to achieve their objectives. In this context, the fundamental objective of people management is to promote means for employees, through the organization's management policies, to work happier, however, it is necessary to maintain the balance of satisfying their personal needs with the achievement of goals and objectives.

- Finally, in the fourth specific objective, it was described that 60% of the respondents answered that the organizational climate has been a good contribution to the performance of Puriglass employees. Therefore, the organizational climate has a great influence on the motivation, satisfaction and performance on people and through variations in some of these dimensions' different organizational climates can be created.—

- As for the research problem, 67% of respondents answered that the organizational climate influences employee satisfaction and the fulfillment of goals and objectives. In this way, the organizational climate reflects a tendency or inclination to respect the extent to which the needs of the organization and the people who are part of it are effectively being met, this aspect being one of the indicators of organizational effectiveness.

- Accordingly, the second hypothesis H2 was raised, confirming that the organizational climate positively influences employee satisfaction and Puriglass activities.

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